**Grade Accelerator Academy: Complaints & Whistleblowing Policy**

**Quick Guide to Complaints & Whistleblowing**

📩 **Step 1:** Talk to your tutor or Natasha to resolve informally.
✍ **Step 2:** Email a formal complaint to natashashirman@gradeacceleratoracademy.co.uk.
⚠️ **Whistleblowing:** Mark your email *“Whistleblowing – Confidential”* if it’s about serious wrongdoing.
⏱ **Timeline:** Acknowledged within 3 working days, response within 10.
🤝 **Fair Process:** All complaints investigated fairly and confidentially.
🛡 **Protection:** No one will be penalised for raising concerns in good faith.
⬆ **Escalation:** If your concern is about Natasha, contact Charlotte (charlie@gradeacceleratoracademy.co.uk ) or Victoria (hello@vwheducation.com ).

At Grade Accelerator Academy, we want students and parents to feel confident in the quality, safety, and fairness of our tutoring. If something goes wrong, we take concerns seriously and deal with them quickly and fairly.

This policy explains how you can raise a concern, make a complaint, or report serious wrongdoing (whistleblowing).

**1. Raising a Complaint or Concern**

* **Step 1 – Informal:** Where possible, speak to your tutor or Natasha (Director) directly. Many issues can be resolved quickly this way.
* **Step 2 – Formal:** If the issue is not resolved, send a written complaint by email to **natashashirman@gradeacceleratoracademy.co.uk**. Please include the date, details of the concern, names involved, and any evidence if available.
* **Whistleblowing:** If you believe the concern involves serious wrongdoing (e.g., illegality, safeguarding failures), mark your email **“Whistleblowing – Confidential”**.

If your concern is about the Director (Natasha), you may still contact her directly — but if you don’t feel able to, you can raise it with one of the independent contacts listed below.

**2. What Happens Next**

* You’ll receive an **acknowledgement within 3 working days.**
* A fuller response or investigation plan will usually be provided within **10 working days.**
* Serious matters involving safeguarding or criminal conduct may be referred to external agencies (e.g., police, safeguarding partners), so timescales may vary.

**3. Investigations and Outcomes**

* Complaints are investigated fairly, confidentially, and by someone impartial.
* We may gather evidence, speak to relevant people, and record everything carefully.
* Outcomes may include:
	+ Informal resolution
	+ Training or additional supervision
	+ Temporary suspension of tutoring
	+ Ending a tutor’s engagement (in serious cases)
	+ Policy or practice changes to improve future services

**4. Safeguards for Whistleblowers**

* If you raise a concern in **good faith**, you will not be penalised or victimised.
* Confidentiality will be respected as far as possible, though some details may need to be shared for a proper investigation.
* Retaliation against whistleblowers is treated as a serious matter.

**5. Escalation and Independent Review**

* If your complaint is about Natasha Shirman (Director), you can instead contact:
	+ **Charlotte Fowler-Whale**: charlie@gradeacceleratoracademy.co.uk
	+ **Victoria Wagner-Hall**: hello@vwheducation.com
* If you are still dissatisfied after our internal process, you can request an independent review.

**6. Record Keeping and Improvement**

* All complaints and whistleblowing cases are recorded and stored securely.
* Anonymised complaint data is reviewed regularly to identify patterns and improve our service.